



Cell Phone Tour Scripts – Individual Stop Scripts

Version: Spring 2013

GENERAL GREETING

Welcome to the Flight 93 National Memorial Cell Phone Tour. Tour stops are indicated by signs throughout the park. Stops range from under a minute to approximately 5 minutes. If you have a smart phone, you can explore the memorial's mobile website by scanning QR (Quick Response) codes on these signs. To leave feedback, press *0. Thank you again for visiting Flight 93 National Memorial.

“WE’RE GOING TO DO SOMETHING” – Story Tour Stop 203

In little more than 30 minutes, these ordinary airline passengers and crew members developed a plan and put it into action. During the cockpit takeover, the terrorists murdered a flight attendant and one passenger seated in first class, and incapacitated the pilot and co-pilot. The remaining passengers and crew were forced to the back of the plane and told to sit down and

be quiet. The passengers and crew began calling their families, friends, and authorities to report the hijacking. Thirty-seven phone calls were made by 13 persons on board the plane between the time of the hijacking at 9:28 and the time of the crash at 10:03. All of the calls except the final two calls, placed at 9:58, were made from Airfones mounted on the backs of the seats in the rear of the plane. Airfone records revealed the name of the caller, the number they called, the time and duration of the call, and the row from which the call was placed. Two calls near the end of the flight were placed from personal cell phones. Several of the phone calls were recorded on answering machines when no one could be reached.

The passengers and crew soon learned the shocking news that other hijacked planes had struck the World Trade Center and Pentagon, and quickly realized that this was unlike any previous hijacking and that Flight 93 was part of a larger attack on America. This realization led to a vote and a collective decision to fight back. They developed a plan and put it into action, waiting until they were over a rural area to take back the plane. At least five of the callers described the intent of the passengers and crew members to revolt against the terrorists.

At 9:57 a.m. the passengers and crew began their assault on the cockpit. At least two passengers and one crew member terminated phone calls in order to join the revolt. The plane was passing over Westmoreland County, Pennsylvania by this time. To stop the uprising, the terrorist piloting the aircraft began to roll it to the left and right, and pitch the nose up and

down. Other pilots of aircraft in the area and witnesses on the ground saw the erratic motion of the aircraft as it streaked across the sky.

The cockpit voice recorder captured the sounds of the assault which continued until the time of the crash at 10:03 a.m. Over the sounds of the passengers and crew attempting to regain control of the cockpit, a terrorist shouted, "Pull it down! Pull it down!" In its final moments, the plane turned upside down and crashed into the field beyond the black wall of the Memorial Plaza, near in the general location of where a boulder now sits.

On the morning of September 11, 2001, 7 crew members and 33 passengers boarded Flight 93. They ranged in age from 20 to 79 years old, and were from all over the United States and all over the world. They lived in ten different states and three were citizens of other nations: Germany, Japan, and New Zealand. Each had a different reason for boarding Flight 93. For some flying was their chosen profession, for others it was the beginning of a vacation or business trip, while others were going home. On board were a wide variety of occupations: business persons, executives, an ironworker, an arborist, and an attorney to name just a few. Some were college students preparing for the life ahead of them, some were in the middle of their careers, and yet others had retired and begun a new stage in life. They worked for major corporations, non-profits, the Federal Government, and small businesses. Some owned their own businesses. A few were veterans. One was an ex-police officer and another was an EMT. They were football and baseball fans. A wide and diverse mix of creeds and lifestyles are represented by these people. They were someone's brother or sister, mother or father, son or daughter. All left behind loved ones. A few knew each other, but most were strangers. When faced with a great and tragic challenge, they as a group, decided to take action.

RESPONSE AND INVESTIGATION - Tour Stop 205

Minutes after the crash, first responders from nine volunteer fire departments and emergency response centers arrived on the scene, along with the Pennsylvania State Police. The State Police knew the crash was the result of a hijacking because just minutes before Flight 93 crashed, a passenger called Westmoreland County 911 and reported the hijacking. When troopers found fragments of a United Airlines inflight magazine on the ground, they knew they were looking at remains of the hijacked plane.

The volunteers from the Shanksville Fire Department were the first firefighters on scene and continued to provide support throughout the investigation. The American Red Cross and Salvation Army distributed food, water, and supplies to the responders. The FBI established a command post in the metal building seen on the rise above the Wall of Names.

The FBI's investigation of the September 11, 2001 terrorist attacks was "the largest investigation in FBI history." More than 1,500 personnel worked under the direction of the FBI at this site. Seven different FBI Evidence Response Teams (ERTs) were involved. The ERTs combed the area in systematic sweeps. The crater was excavated to an area measuring 85 feet x 85 feet, and 27 to 40 feet deep. Soil removed from the crater was raked and sifted for evidence, and then returned to the crater. A boulder marks the area where the excavation occurred. The wreckage consisted of pieces of twisted metal, the landing gear including tires, seat frames, bits of charred paper, and remnants of luggage, personal belongings and clothing. The boulder is now located in the general area of the excavations. Most of the pieces of wreckage were the size of a notebook or smaller. The largest pieces recovered were parts of the plane's two engines and a piece of fuselage. This fuselage piece, seen in the image on the panel in front of you, was found near the woods south of the crater. Debris was recovered from Indian Lake, 1.5 miles away, and from the lawns of nearby homes and farmer's fields. Enough remains were recovered to identify everyone who was on board the plane using dental records, fingerprints, or DNA analysis. They were also able to find personal effects including jewelry and items of clothing. These were returned to the families.

The investigation was a global effort utilizing resources and personnel from a variety of federal, state, and local agencies. All 56 FBI field offices had personnel working on leads. Evidence, including identification cards and a bank card, found at the Flight 93 crash site helped the FBI quickly uncover the details of how the attacks were financed. The field investigation ended on September 24, 2001. In early October the crater was back-filled, topsoil was spread on top, and was seeded with grass and wildflowers.

While the investigation was over, the process of memorialization was just beginning. Explore the story of the memorial process through the next stop on the tour – stop 206.

A MEMORIAL PROCESS - Tour Stop 206

Even before the investigation into the crash of Flight 93 ended, visitors from around the world began arriving to see the crash site. While the area surrounding the crash site remained closed during the investigation, impromptu memorials developed at road intersections near the site, near the investigation command post, and in Shanksville.

When the investigation at the site ended and local roads were re-opened, officials realized that the public needed to visit the site, to pay respects, and to search for understanding. In early October 2001, officials established a combined temporary memorial on a hilltop overlooking the crash site which included a parking area and a section of fencing where tributes could be attached. Many visitors left tributes and their written thoughts at the temporary memorial. The fence quickly became an ever-changing collage of tributes of every description.

Because many visitors had questions about the events of September 11, 2001, a corps or local residents organized in January 2002 to staff the temporary memorial. These volunteers, known as “Ambassadors,” continue to help visitors to this very day.

Work was also progressing on the creation of a permanent memorial. In March 2002 legislation was introduced in Congress. It passed unanimously by both houses and on September 24, 2002 President George W. Bush signed the Flight 93 National Memorial Act, adding the memorial to the national park system. A diverse group of partners worked over the coming years to guide the development of the permanent memorial. In 2005 a two stage international design competition was held and of the 1,100 submittals, the work of Paul Murdoch Architects and Nelson Byrd Woltz Landscape Architects, Inc. was chosen as the winning design. A groundbreaking ceremony was conducted in November 2009.

By July 2010 construction had progressed enough that it was necessary to again move the temporary memorial, this time to the area now referred to as the Western Overlook – formerly a complex of buildings owned by a coal company and used as the command center during the FBI investigation. There was a temporary exhibit area. Visitors could view the crash site and the progress of construction from an overlook. From this same overlook, the families of the passengers and crew viewed the crash site immediately after September 11, 2001. Visitors were able to leave tributes. All of the tribute items left by visitors over the past ten plus years have been archived. A selection of tribute items will be displayed in the future Visitor Center.

On the evening of September 9, 2011, the flag was lowered over a temporary memorial for the last time. That next morning, September 10, 2011, the first features of the permanent memorial were officially dedicated, the memorial that you are now exploring.